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ACE IN ACTION

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ACE IN ACTION ALTERATIO 1

01. Technical & Report Writing Overview

The ability to write clear, concise documents related to technical issues is a highly desirable skill that is much different from writing letters, emails, and non-technical documents.

The creation of effective technical materials requires discipline, organization, and a keen eye for detail.

This course is designed to give good writers or technical staff members, who have decent writing skills, the tools needed to design, develop, and maintain technical documents.

Target Audience

Good writers or technical staff who have decent writing skills, but require the tools needed to design, develop, and maintain technical documents.

02. Customer Service Essentials Overview

This dynamic, hands-on, and practical workshop will help your organization impact the bottom line with improved customer service skills.

Delight your customers by ensuring that everyone understands the basic people skills necessary to create a positive experience. Then go beyond the basics and create an environment that focuses on service.

Target Audience

All employees who have direct interaction with customers, managers, sales representatives, customer service representatives, receptionists, technical support, and billing and collection specialists

Course Outline

- Business Writing
- Workplace Writing
- Professional Writing
- Informational Writing

Course Outline

1. Make Sure You Measure
2. Know What Your Clients Want
3. Always Exceed Your Clients Expectations
4. Remember the 80/20 Rule
5. Empower All of Your Staff to Deal With Clients
6. Have a Proactive Customer Care Strategy
7. Use Your Imagination to Stand Out in a Crowd
8. The Customer is Still Always Right
9. Old Fashioned Values Still Work
10. Establish a Strategy to Maintain Regular Contact

03. Discovering the Power of PowerPoint Overview

PowerPoint is a valuable tool designed to clarify and complement presentations. Learn key elements to ensure that your content is enhanced with dynamic, powerful and effective visuals.

Target Audience

Anyone who wants to enhance their PowerPoint knowledge to create visuals

Course Outline

1. Open a Presentation
2. Open a New Presentation
3. Save a Slide Show
4. Create a New Slide
5. Add Slides
6. Insert Pictures
7. Insert Clip Art
8. Format Pictures
9. Format Fonts
10. Header and Footer
11. Hyperlinks
12. Tables
13. Charts
14. Slide Themes
15. Slide Transitions
16. Rearrange Slides
17. Preview Presentations
18. View Outline
19. Print Handouts



ACE IN ACTION

Ubuntu 1

01. COMMUNICATING WITH OTHERS

Overview

Welcome to the Interpersonal Skills workshop. We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered.

This workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations.

Process of transferring information, meaning, and understanding from sender to receiver. Effective communication skills are a critical element in your career.

We all must use a variety of communication techniques to both understand and be understood.

02. COMMUNICATING WITH IMPACT

Overview

Social intelligence can seem like a complicated term and can make many of us feel nervous. But social intelligence is something we deal with every day and it can help us navigate better experiences from our social environment.

Whether we're at home or at work, knowing how to be more aware of ourselves and our surroundings can help us make the best out of any social situation!

Course Outline

- Hearing and listening
- Improve verbal skills
- Understating emotions
- Making an impact

Objectives

- Describe reasons that communication fails
- List strategies to improve communication
- Business Communication in Today's Workplace
- How to be an active listener??
- Behaviors that hinder effective listening
- Paraphrase and summarize conversations

03. BUILDING AN ENVIRONMENT OF TRUST

Overview

Interaction Associates has been studying workplace trust and its impact on business performance since the great economic downturn of 2009. Our research started in a climate where trust in individual relationships, companies, and entire sectors of the economy was eroding—just think of Madoff, Enron, and Too Big to Fail.

The purpose of the Building Workplace Trust survey is to gain insights into the role of collaboration, leadership, and trust in achieving key business outcomes.

The study strives to clarify the correlation between trust and both revenue and profit growth; how trust operates in work relationships; and the impact of overall employee engagement in the workplace. Segments investigated include degrees of employee engagement, business priorities, the financial performance of the organizations surveyed, and these organizations' varying trust levels. The survey also explored trust among Leaders, Direct Reports, Virtual and non-Virtual Workers, and Peer Groups.

In our six years of tracking workplace trust, we have established the relationship between financial success - that is, top and bottom line performance—with the level of trust and the leadership behaviors exhibited within the surveyed companies.

We've also seen improvement in the past few years, as recovering business performance has been matched by increases in leadership, collaboration, and trust.

Target Audience

Anyone who wants to enhance their PowerPoint knowledge to create visuals

Definitions and Terms

1. Experience ½ the average turnover of industry peers
2. Higher productivity and profitability
3. More qualified candidates for open positions
4. Higher levels of customer satisfaction and loyalty
5. More adaptive organizational structures
6. Constructive strategic alliances
7. Responsive virtual teams
8. Effective crisis management
9. Reduced transaction and litigation costs

04. People Skills & Professionalism

Overview

Psychologists have proven that the most important factor in your success and wellbeing is not your intelligence, education. Or physical assets, but how effective you are with people.

Participants will learn techniques to improve communication and relationship building skills, how to enhance professionalism, and increase confidence in a variety of business situations.

Using the DiSC® Assessment, this workshop will help participants understand their own communication style and how to adjust their style to fit the needs of others.

Target Audience

Managers and employees at all levels who want to improve their communication abilities and develop professional strategies for success

05. Dealing with Difficult People

Overview

Difficult people are typically working from the negative side of their personality, rather than from a conscious desire to be difficult. These people are often unaware of themselves and how they may affect others. They also do not realize how harmful their actions are to their own career success.

At work, we are constantly faced with trying to work with others who may challenge our ability to get things done. There is great value to be gained when you take the time to try to understand another's viewpoint.

By changing our attitude towards these difficult individuals and changing your viewpoint about what makes them "wrong" you can find a wealth of knowledge to improve your own ability to work with all types of people.

Target Audience

Anyone that wants to understand techniques to manage and work with difficult people

Course Outline

- Understand what communication is
- Identify ways that communication can happen
- Identify barriers to communication and how to overcome them
- Develop their non-verbal and preverbal communication skills
- Use the STAR method to speak on the spot
- Listen actively and effectively
- Ask good questions
- Use appreciative inquiry as a communication tool
- Adeptly converse and network with others
- Identify and mitigate precipitating factors
- Establish common ground with others
- Use "I" messages

Objectives

- Uncover awareness for your difficult triggers.
- Understand why people are difficult
- Create practical solutions for dealing with difficult people and situations.
- Support one another with present challenges.

06. The Problem Solving Process

Overview

This workshop focuses on the use of experience, creativity and intuition to make the right decisions. Employees will learn to be more decisive, confident, and creative. They will also be able to tap the skills of others to get results.

A real work problem will be analyzed during the workshop.

Target Audience

Anyone that is responsible for problem solving and making recommendations for the best solution and action plan

Objectives

- Understand problems and the creative problem solving process
- Identify types of information to gather and key questions to ask in problem solving
- Identify the importance of defining a problem correctly
- Identify and use four different problem definition tools
- Write concrete problem statements
- Use basic brainstorming tools to generate ideas for solutions
- Use idea generating tools, such as affinity diagrams, word chaining, the box method, the six thinking hats, and the blink method
- Evaluate potential solutions against criteria, including cost/benefit analysis and group voting
- Perform a final analysis to select a solution
- Understand the roles that fact and intuition play in selecting a solution
- Understand the need to refine the shortlist and re-refine it
- Understand how to identify the tasks and resources necessary to implement solutions
- Evaluate and adapt solutions to reality
- Follow up with solution implementation to celebrate successes and identify improvements



ACE IN ACTION ALTERATIO 2

1. SUPPORTING OTHERS

Overview

Welcome to the Supervising Others workshop. Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it.

This workshop will help supervisors become more efficient. They will also become more proficient with delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

Target Audience

Anyone that is responsible for problem solving and making recommendations for the best solution and action plan

Course Outline

- Define requirements for particular tasks
- Set expectations for your staff
- Set SMART goals for yourself
- Help your staff set SMART goals
- Assign work and delegate appropriately
- Provide effective, appropriate feedback to your staff
- Manage your time more efficiently
- Help your team resolve conflicts
- Understand how to manage effectively in particular situations
- Understand what a new supervisor needs to do to get started on the right path



2. COACHING FOR IMPROVEMENT AND SUCCESS

Overview

You are in your office looking over your performance report and it happened again. Your low performing employee failed to meet quota this month even after you spoke with them about the importance of meeting goals. This employee has a great attitude and you know they can do better. You just do not know how to motivate them to reach the goal. Money used to work, but that has worn off. You are baffled and you know being frustrated makes matters worse. What do you do?

This workshop focuses on how to better coach your employees to a higher performance. Coaching is a process of relationship building and setting goals. How well you coach relates directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.

An easy-to-understand coaching model taught in this workshop will guide you through the coaching process. Prepare yourself to change a few things about yourself in order to coach your employees to better a performance.

Target Audience

Anyone that is responsible for improvement and making recommendations for the best solution and action plan

Course Outline

- Define coaching, mentoring and the GROW model.
- Identify and set appropriate goals using the SMART technique of goal setting.
- Identify the steps necessary in defining the current state or reality of your employee's situation.
- Identify the steps needed in defining options for your employee and turn them into a preliminary plan.
- Identify the steps in developing a finalized plan or wrapping it up and getting your employee motivated to accomplish those plans.
- Identify the benefits of building and fostering trust with your employee.
- Identify the steps in giving effective feedback while maintaining trust.
- Identify and overcoming common obstacles to the growth and development of your employee.
- Identify when the coaching is at an end and transitioning your employee to other growth opportunities.
- Identify the difference between mentoring and coaching, using both to enable long-term development through a positive relationship with your employee.

3. Time Management Essentials / Time Management Using the Time Mastery Profile.

Overview

This course addresses the issues of working de verer by assessing where we spend our time each day. We will identify the factors that affect how we manage our work, time constraints and how to develop priorities with supervisors and employees. This personalized look at managing work encourages participants to address the habits that limit our creativity and ability to work effectively within the environment.

Target Audience

Managers, human resources, team leaders, anyone who has challenges with balancing their time and staying on top of priorities

Course Outline

- Plan and prioritize each day's activities in a more efficient, productive manner
- Overcome procrastination quickly and easily
- Handle crises effectively and quickly
- Organize your workspace and workflow to make better use of time
- Delegate more efficiently
- Use rituals to make your life run smoother
- Plan meetings more appropriately and effectively



ACE IN ACTION Ubuntu 2

1. ADAPTIVE LEADERSHIP

Overview

This workshop is a tool for your leadership development. It is designed to help you create and accomplish your personal best, and to help you lead others to get extraordinary things done.

At its core, leadership means setting goals, lighting a path, and persuading others to follow. But the responsibility entails much more. Leaders must get their message out in a way that inspires, make the most of their limited time, and build roads to precious resources. They must negotiate alliances, improve their colleagues, and align the ambitions of the many with the needs of the organization.

What makes for a great leader? Is it something to do with inward characteristics, such as confidence and focus? Is it more about outward presence, including charm and compassion? Or is it about the ability to create a vision and get others to commit to it?

The answer is all of the above. By accepting the challenge to lead, you come to realize that the only limits are those you place on yourself.

Target Audience

Leaders and executives that need to improve their ability to make more expedient decisions

Course Outline

- Define your role as a manager and identify how that role differs from other roles you have had.
- Understand the management challenge and the new functions of management.
- Discover how you can prepare for and embrace the forces of change.
- Identify ways to get you and your workspace organized and get a jump on the next crisis.
- Identify your leadership profile and explore ways to use this knowledge to improve your success as a manager.
- Enhance your ability to communicate with others in meetings and through presentations.
- Create an action plan for managing your career success.

2. ESSENTIALS OF LEADERSHIP

Overview

Supervisors represent an important force in the North American economy. You have the power to turn on or turn off the productivity of the people who work for you. You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. You usually have more experience and more skill than the employees you supervise, because management tends to look for super people to fill those roles.

Target Audience

Anyone who is involved and has responsibility for business planning

Course Outline

- Learn ways to prioritize, plan, and manage your time
- Identify your primary leadership style and techniques for maximizing that style
- Develop more flexibility to use other leadership styles
- The ability to influence people toward the attainment of organizational goals.
- Leadership is reciprocal, occurring among people.
- Leadership is a "people" activity, distinct from administrative paper shuffling or problem-solving activities.
- Leadership is dynamic and involves the use of power.



3. INFLUENCING OTHERS

Overview

All human interactions are a form of communication. In the business world, nothing can be achieved without effectively communicating with, influencing, and persuading employers, employees, clients, suppliers, and customers. If you look at the most successful business people in the world, you will see people who have mastered the art of influence and persuasion. And that's the difference between being a good communicator and being an advanced communicator – people with advanced communication skills understand not just how to communicate with others, but also how to influence and persuade them. It requires practice, finesse, and a skill set that goes beyond those that the average person possesses.

Target Audience

Anyone who has participated as a team member or is responsible for leading a team would benefit from this workshop

Course Outline

- Define "leadership"
- Explain the Great Man Theory
- Explain the Trait Theory
- Understand Transformational Leadership
- Understand the people you lead and how to adapt your leadership styles
- Explain leading by Directing
- Explain leading by Coaching
- Explain leading by Participating
- Explain leading by Delegating
- Kouzes and Posner
- Conduct a personal inventory
- Create an action plan
- Establish personal goals

4. INFLUENTIAL LEADERSHIP

Overview

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. A simple example is parenting. When a child arrives, many parents discover leadership abilities they never knew existed in order to guide and protect their offspring. There are countless war stories of simple GI's and sailors who rose to a challenge on their own in the heat of battle.

Clearly, leadership potential exists within each of us. That potential can be triggered by outside events, or it can be learned by exploring ourselves from within. This training takes the latter approach. Once you learn the techniques of true leadership, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.

Influence is subtle, yet incredibly powerful. You can order someone to do a task, but you cannot order them to do their best. It simply does not work and usually has the opposite effect. You can influence people to do their best by providing a strong, motivating example in addition to positive reinforcement. Leadership addresses tasks, while influence addresses attitudes and awareness. Influence is the soul of leadership.

Target Audience

Anyone who has participated as a team member or is responsible for leading a team would benefit from this workshop

Course Outline

- Define leadership
- Adapt leadership styles
- Establish personal goals



5. MAKING EFFECTIVE DECISIONS

Overview

With its focus on fairness and creating an easy decision making, facilitation can make any organization make better decisions. This workshop will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings.

Target Audience

Anyone responsible for developing and managing a team

Course Outline

- Define facilitation
- Prepare for facilitation
- Dealing with disruptions

6. LEADERSHIP FACILITATING

Overview

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating an easy decision making, facilitation can make any organization make better decisions.

This workshop will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings.

Target Audience

Managers, team leaders, facilitators, human resources — anyone who is responsible for facilitating or attending meetings

Course Outline

- Define facilitation and identify its purpose and benefits.
- Clarify the role and focus of a facilitator.
- Differentiate between process and content in the context of a group discussion.
- Provide tips in choosing and preparing for facilitation.
- Identify a facilitator's role when managing groups in each of Tuckman and Jensen's stages of group development: forming, storming, norming, and performing.
- Identify ways a facilitator can help a group reach a consensus: from encouraging participation to choosing a solution.
- Provide guidelines in dealing with disruptions, dysfunctions, and difficult people in groups.
- Define what interventions are, when they are appropriate, and how to implement them.



Keystone Leadership

Overview

According to the majority of Americans, women are every bit as capable of being good political leaders as men. The same can be said of their ability to dominate the corporate boardroom.

And according to a new Pew Research Center survey on women and leadership, most Americans find women indistinguishable from men on key leadership traits such as intelligence and capacity for innovation, with many saying they're stronger than men in terms of being compassionate and organized leaders.

Target Audience

Women who are "Professional Leaders," whether you are a consultant, entrepreneur, corporate, or independent professional looking for additional guidance or if you want to be the leader of your own life no matter who you are or what you do then this program will give you the strategies and confidence you need to "Keystone Leadership".

Course Outline

- Women and Leadership Perspective
- Gender and Leadership Styles
- Gender and Leadership Effectiveness
- The Glass Ceiling
- Breaking the Glass Ceiling
- Women and Leadership Approach





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